

CARL L. STEIRS

332 Maple Street
Upton, MA 01568

(508) 833-6980 C: (978) 256-6638

csteirs@mantle.net

SECURITY/RISK MITIGATION EXECUTIVE

Results-driven operating executive with 10+ years of security industry management experience. Excels in the creative leadership of operations to improve profit, productivity, and efficiency. Strong general management qualifications in planning, P&L management, organization development, and asset management. Recognized for a keen understanding of how to organize and deploy resources. A high achiever who understands customers with a bottom line focus and the ability to develop and execute effective operations. Highly proficient in negotiating with multi-functional resources and establish rapport with customers to proactively solve problems.

Qualified by:

- Program Development
 - Creative Problem-Solving
 - Team Leadership/Staff Development
 - Budget Management
 - P&L/Project Management
 - Security Operations
 - Security Industry Standards
 - Customer Relationship Management
 - Needs Assessment
 - Negotiation Skills
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Security Services, Inc. Stoneham, MA

2005-2006

Director of Operations

Challenged with P&L responsibility to build and manage growth for a security industry start-up division of an international facility services corporation. Tasked with operational management of 7 client locations within a two-state area. Key assignment in managing the Massachusetts Port Authority Airline Terminal "A" as a facilities management consultant on safety, security, facility operations, vendor relationships and employee training within the context of a highly secure environment. Managed a staff of 110 with 6 reporting managers.

- Increased division revenue by 15% in 9 months offsetting losses in other divisions.
- Recruited, hired and trained 150 employees.
- Developed ongoing dialogs with State and Federal public safety officials to ensure seamless integration between private safety and security entities and government agencies.
- Collaborated with state and federal law enforcement and Massport management to design and deploy a highly credible security operations strategy. As a result the high revenue terminal "A" contract was renewed and expanded to include all Massport Terminal Operations.
- Conducted ongoing analysis of personnel, policies and procedures to maximize efficiency, achieve reliable adherence to cost and quality goals, and deliver services consistent with a strong company commitment to customers. The result was lower turnover, greater efficiency and increased profitability.
- Worked closely with customers to provide ongoing assessment of needs and resources. This significantly enhanced customer satisfaction.
- Introduced more effective safety and security measures to lower costs while ensuring compliance with all appropriate work rules, regulations and employee policies.

Marvid Security Services, Worcester, MA

1997-2004

Vice President

Responsible for providing comprehensive security services for the client base in the New England region. Also directly responsible for operational management of 6 large partner locations that included strategic planning and capital budgets. Managed the P&L for a \$38M annual revenue budget, and 1300 employees including 30 managers and administrative personnel. The company is the largest US security services company offering security guards, alarm systems and consulting & investigative services.

- Developed sales strategies that resulted in consistent revenue growth through both expanded client services and new customers.
- Worked closely with the Federal Department of Transportation to safeguard and safely transport hazardous material, including nuclear. Based on discussions with DOT devised a transport, safety and security strategy to facilitate the efficient transport of the material. Managed the transfer of radio-active material from the Maine Yankee Atomic power plant.
- Provided guidance to clients in developing preventive and response strategies regarding arson, insurance fraud and forensic investigations including the misuse of information technology.
- Supported senior management for a due diligence investigation of a potential competitive purchase. Reviewed customer contracts and operational policies. This purchase was a significant addition to an aggressive growth strategy.
- Negotiated contracts and provided electronic, executive and physical security for large corporations protecting personnel, facilities and risk/exposure.
- Successfully managed security coverage for the Democratic National Convention, security during the Coca-cola work stoppage in 1999, the Commonwealth Gas work stoppage in 1996 and others.

Marvid Services, Worcester, MA

1991-1996

Senior Operations Manager/General Manager

Responsible for 6 field offices serving a diverse customer base including government facilities, hospitals and colleges and a \$21M revenue budget. Also responsible for providing executive protection, intelligence gathering and travel related security services throughout North America.

- Managed the security manpower, executive protection, related investigations and law enforcement coordination for Astra Pharmaceutical related to incursions by non-authorized personnel.
- Designed and deployed innovative scheduling methods that reduced employee turnover by 30%, increased manpower utilization and reduced expenses by 2% annually with reductions in overtime costs up to \$1M.
- Evaluated and instituted overtime requirements resulting a 97% in overtime expenditures over an 18 month period.
- Provided security coverage for the 1994 World Soccer Championship. This project required extensive coordination with local, state and federal officials.
- Promoted the company and its services resulting in consistent revenue growth.
- Named district manager of the year for 3 consecutive years.

ADDITIONAL SKILLS

Computer Proficient

Bilingual English/Spanish